ATTACHMENT II

LOUISIANA TECHNOLOGY INNOVATIONS FUND – SEMI-ANNUAL PROGRESS REPORT

February 26, 2003

[This report is due on March 1 and September 1 each year. Limit the length of the report to three pages]

I   DEPARTMENT/AGENCY
Division of Administration / Office of Computing Services

II   PROJECT TITLE
Prototype of Statewide Email

III   PROJECT LEADER

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IV   DESCRIPTION OF THE PROJECT
Overview
The state will provide consolidated e-mail services for agencies under the authority of Act 772 at one or more of the consolidated data centers. This service will include the support of standard e-mail services including basic messaging, address book, scheduling of personnel and resources within and among departments and optional integration with the standard wireless service offered through the Office of Telecommunications Management.

Approach
Security
The consolidated mail service will take all reasonable means to protect the security of the mail system and its customers. This will include, but is not limited to, running anti-virus software on the servers and requiring positive authentication to the mail services. The mail service reserves the right to apply filters on certain types of files if the file type in question poses a risk to resources on the network.

To minimize the risk of back-door penetration of the mail systems, subscribing departments will be required to take reasonable precautions on their desktops and networks, including running current versions of anti-virus software on desktops and discouraging use of third party mail accounts that do not provide security.

Storage policy
The mail servers will provide a reasonable amount of server storage per client mailbox. Customers that require additional space will be charged additional fees per mailbox. The mail servers will be backed up nightly and tapes retained for the amount of time necessary to protect against volume failure.

Funding
Initial conversion costs will be funded where possible through a grant from the Louisiana Technology Innovation Fund. On-going operational costs will be funded through a full cost recovery line of service. The rates for services will be reviewed at least annually and may include both fixed and variable costs. Agencies will be billed monthly for use of the consolidated e-mail services.

Department responsibilities
1.   Provide through departmental staff or contract the desktop support and level one help desk for the department personnel. Training of employees on effective use of the mail client software is the responsibility of the department.
2.   Install, run, and maintain current versions of anti-virus software and virus definitions for all clients that will connect to the e-mail servers.
3.   Budget appropriate funds to cover costs of e-mail subscriptions for the department.
4.   Local administration - departments will be provided the means to add and delete customers and reset passwords within their department.

V PROJECT STATUS

    A.   Brief Summary
The state email project continues to support messaging functions for the Division of Administration, Department of Economic Development, Governor's Office and University of Louisiana Systems. Planning is underway to migrate email for the Department of Education, Civil Service, Insurance and Group Benefits. Also investigating hardware and software solutions to proactively detect problems and automate corrective actions.

    B.   Accomplishments
1. Hired two IT Tech Support Spec 3s, giving the state email team a full staff.
2. Implemented web-based interface with limited capabilities to allow departments to administer email accounts.
3. Reorganized DOA public folders to clean up clutter in overall Public Folder view.
4. Upgraded Blackberry Enterprise Server to version 3.5 which enhances management features such as the ability to change/view users redirector settings; pre-configure default settings for BlackBerry Desktop installations, and the ability to support an increased number of users on a single physical server.
5. Implemented password expiration notification for email users authenticating solely to the mail domain. These are users not associated with their own domain.

    C.   Problems Encountered/Action Taken or Planned
1. **Education Migration Delayed**
Education's migration was originally scheduled for January, after their Active Directory implementation. Though planning sessions have been ongoing, the AD implementation was pushed back to mid-February. This has postponed the email migration.
Action Planned: The email migration has been tentatively rescheduled for April.

2. **Groupwise Migrations**
We are testing methods for migrating email from Novell Groupwise to Exchange. Education, Civil Service and Natural Resources currently use Groupwise. There is limited documentation for this type of migration and our testing has revealed that not everything works the way the instructions say it should.
Action Taken: We are working with Microsoft and seeking support services with a vendor who has proven experience in this area.

3. **Server/SAN Errors**
The Exchange cluster number 2 generated errors and lost connectivity to the storage area network. This is the server used by Economic Development and University of Louisiana Systems. We eventually restored the server, but due to continued errors and the unpredictability of the server, we moved all affected users to cluster number 3.
Action Planned: We will rebuild cluster number 2 and test before adding users to this cluster.

4. **Mailbox Administration Delegation**
Although we have begun to provide a web based interface to use for email administrative tasks, problems with permissions between domains have prevented departments from using some of the features offered by the product.
Action Taken: We will be proposing to member departments that state email be given administrative rights on their domains to add/remove users and change email properties.

5. **SPAM**
As with most email environments, SPAM traffic continues to increase. This causes excessive network traffic, unnecessary storage and backup requirements and departmental costs associated with the time it takes users to sift through their email.
Action Planned: Waiting for results of SPAM TAG committee to implement solution for state email system.

    D.   Major Milestones (Original vs. Current Estimate)

VI COST VS. BUDGET

	Category	Budgeted	Actual	Projected Surplus
A.	Equipment	$ 503,760	$ 0	$ 0
B.	Software	$ 257,862	$ 0	$ 0
C.	Professional/Contract Services	$ 150,000	$ 0	$ 0
D.	Other Costs	$ 37,578	$ 3,390	$ 0
	Total Project Cost	**$ 949,200**	**$ 3,390**	**$ 0**

VII   ITEMIZED EXPENSES AND FINANCIAL OBLIGATIONS INCURRED DURING THIS REPORTING PERIOD

[*Include description, unit cost, quantity, and total cost for incurred expenses such as equipment, software, and telecommunications. Include contract title, name of contractor, OCR or P.O. Number, and amount for Professional Services and/or other Contract Services*.]

Description	Unit Cost	Quantity	Total Cost
Microsoft Exchange Server 2000 – Implementing and Managing 5-day training class	$1,695	2	$3,390
			$3,390